



# **INTRO MONITOR TRAINING**

## **Airman and Family Readiness Flight**

# AFI 36-2103, INTRO Program

➤ To ensure adequate and timely sponsorship and orientation:

- The Installation Commander implements the INTRO program
- The Unit Commanders establish a unit INTRO program, appoint INTRO manager, select individuals for sponsorship duties, and send a personalized welcome letter

**Please Update the Unit Individualized Newcomer Treatment and Orientation (INTRO) Monitor Appointment Letters annually or as changes occur.**

# **Base INTRO Manager/ Relocation Assistance (MPF)**

- **Plan, organize, and administer the base orientation and sponsorship programs**
- **Exchange program information between other bases**
- **Coordinate with local agencies to provide newcomers with helpful and accurate information**
- **Provide support, direction, and training for unit INTRO monitors and sponsors**
- **Distribute and collect newcomers feedback**

# Unit INTRO Monitors

- **Receive suspenses, process, and distribute allocation notice/sponsor appointment RIPs**
- **Ensure allocation notice/sponsor appointment RIPs are returned in a timely manner, completed, and appropriate sponsors are assigned**
- **Update necessary systems and personnel transactions**
- **Work with sponsors to ensure sponsor packet is assembled/mailed in a timely manner**
- **Establish follow-up procedures to guarantee receipt of information**
- **Assist both sponsor and newcomer as needed**

# Mandatory Training

- **INTRO Monitor Training:** Annual training for all INTRO Monitors

<https://sponsorshiptraining.hickam.af.mil>

Training Type = INTRO Monitor and Domain = Hickam

- Send training certificate via e-mail to [15mss.dpf@hickam.af.mil](mailto:15mss.dpf@hickam.af.mil)

- **Sponsorship Training:** Must be completed by all sponsors. Once taken good for one year.

<https://sponsorshiptraining.hickam.af.mil>

Training Type = Sponsorship and Domain = Hickam

- Have sponsors print out the training certificate and bring it to the Airman and Family Readiness Flight to get a Sponsor Packet for the newcomer

# Mandatory Training

➤ Ohana Aloha Newcomers Orientation at the Makai Recreation Center: The Wing Commander welcomes newcomers and other base agencies provide valuable information regarding Hickam AFB and the local area

- Offered bi-monthly
- Schedule newcomers on following shared drive  
[\\Hifs003\15mss\\_p\Ohana\\_Aloha](\\Hifs003\15mss_p\Ohana_Aloha)

➤ Newcomers Ancillary Training: Ensure all newcomers complete within 30 days of arrival  
<https://newcomers.hickam.af.mil>

# Quality Sponsorship Binders

- Keep up-to-date on the latest information for Unit INTRO Monitors. Resources for your Quality Sponsorship Binders are available on the Airman and Family Readiness Flight link under “Units” on the Hickam Homepage  
<http://www2.hickam.af.mil/library/factsheets/factsheet.asp>
- Binder Information Includes:  
INTRO Monitor Training, Sponsorship Guide, School Calendar and Physical Form, Ohana Alona Schedule, Ohana Aloha Bus Tour, Pet Quarantine, and much more

# Helpful Websites

- **Military HOMEFRONT:**  
<http://www.militaryhomefront.dod.mil>
- **Military OneSource:** <http://www.militaryonesource.com>
- **It's Your Move:** <http://afmove.hq.af.mil>
- **Military Youth on the Move:** <http://apps.mhf.dod.mil/myom>
- **Air Force Community Website:**  
<http://www.afcommunity.af.mil>
- **PCS America:** <http://www.pcsamerica.net>
- **DoD Per Diem, Travel, Transportation, Allowances:**  
<http://perdiem.hqda.pentagon.mil/perdiem/>
- **Hawaii Chamber/Commerce:** <http://www.cochawaii.com>
- **Hawaii Visitors Bureau:** <http://www.gohawaii.com>





# **SPONSORSHIP TRAINING**

**Airman and Family Readiness Flight**

**449-0300**

# **YOU'RE A SPONSOR!**

- **Congratulations! As a sponsor, you are the unit's ambassador to the newcomer**
- **You have an opportunity to make a difference in someone's life**
- **Your efforts will have a lasting impact on the newcomers' perception of your unit and the Air Force**
- **The Airman and Family Readiness Flight is here to help you become an outstanding sponsor!**

# OVERVIEW

- **Being a Sponsor**
- **Things To Do**
- **Things To Consider**
- **Newcomer Services**
- **Resources To Help You**
- **In-Processing**
- **Needs Assessment / Checklist**

# **SPONSORSHIP PROGRAM**

**AFI 36-3009**

**Sponsorship training is mandatory  
for first time sponsors and those who  
have not served as sponsors  
during the past year.**

**Refer sponsors to the  
on-line training at:**

**<https://sponsorshiptraining.hickam.af.mil/>**

# BEING A SPONSOR

## ➤ What it is:

- A Unit Ambassador
- A Point of Contact
- A Friendly Face
- A Helpful Person

## ➤ Why it is Important:

- Reduces Relocation Stress
- Improves Morale
- Improves Productivity
- Sets A Good Example

# REMEMBER THE THREE Cs

## ➤ COMMUNICATION:

Keep in touch with your member throughout your sponsorship and ensure he/she has access to you (or a stand-in) during the duration of his/her PCS

## ➤ CONCERN:

PCS is a time of stress and anxiety. Be a concerned and helpful colleague!

## ➤ CREATIVITY:

Get the family involved; clip coupons for attractions; make a list of upcoming local events

# THINGS TO DO

- Within 5 duty days of becoming a sponsor, call the newcomer and follow-up with an e-mail
- Give the newcomer your DSN number, home and cell numbers, and mailing/e-mail addresses to contact you
- Ask the newcomer if he/she is looking for a place to live, school for children, quarantine for pets, transportation, lodging, etc. and tailor help to meet needs. **For a quick reference of questions to ask, refer to the Needs Assessment Checklist slides at the end of this brief.**
- Create and mail a sponsor packet with information on housing, schools, pets, on-base and local community resources, etc

# THINGS TO DO

- To get a sponsor packet, complete this on-line training and bring your training certificate to the Airman and Family Readiness Flight, Bldg. 1105
- Include in the sponsor package a personal, but professional letter from you to the newcomer
- Get the newcomers' travel itinerary, including date, time, and flight number; and meet them at the airport
- Reserve lodging for the newcomer. Space is limited, so make sure reservations are made early
- Get a general delivery address for the newcomer



# GOOD IDEAS

- Share the accomplishments of your unit and office
- Share your favorite tourist attraction
- Introduce the newcomer to the “local lifestyle” and familiarize them with local foods and customs

***Remember to keep in contact with the newcomer until he/she is fully in-processed on base and in the unit***

# THINGS TO CONSIDER

## ➤ PET QUARANTINE

- Make sure newcomer is aware in advance of Pet Quarantine requirements
- Dogs and cats meeting specific pre- and post arrival requirements may qualify for direct release at Honolulu International Airport
- A checklist may be found on the Department of Agriculture website: <http://hawaii.gov/hdoa/ai/aqs/info>

## ➤ MWR KENNEL PROGRAM

- When looking for a place to live or while staying in billeting, newcomers can use the MWR Kennel (808) 368-3456  
<http://www.mwrarmyhawaii.com/leisureactivities/mwrkennel.asp>

# THINGS TO CONSIDER

## ➤ PUBLIC/PRIVATE SCHOOLS

- A physical exam must be completed before enrolling children in Hawaii's schools
- The physical exam must be recorded on the Health Form-14. Send a copy of this form to the newcomer in the sponsor packet

## ➤ SCHOOL LIAISON

- The School Liaison can answer questions regarding public, private and home schooling options
- Contact 449-1577 or E-mail:  
[hickamschoolliaison@hickam.af.mil](mailto:hickamschoolliaison@hickam.af.mil)

# NEWCOMER SERVICES

## ➤ HOUSING

All base housing units are managed and maintained by the Hickam Community Housing (HCH). For family housing availability, please refer to Hickam Community Housing: <http://www.hickamch.com/>

## ➤ TLA

Upon arrival ALL active duty (except dorm residents) must schedule an appointment with a Housing counselor (808-853-3800) to initiate TLA.

**IMPORTANT:** Unaccompanied and those whose families haven't arrived yet receive 65% of the maximum lodging rate.

# NEWCOMER SERVICES

- **TRAFFIC MANAGEMENT OFFICE (449-6003)**
  - Contact JPPSO-HI upon arrival to find out status of household goods 473-7760
  - For status of POV go to [www.whereismypov.com](http://www.whereismypov.com)
  
- **FURNISHING MANAGEMENT OFFICE (448-0300)**
  - Offers temporary furniture for a 90-day loan period
  - Bring a copy of PCS orders
  
- **FAMILY SERVICES LOAN CLOSET (449-0319)**
  - Offers dishes, linens, and small appliances for a 30-day loan period
  - Bring a copy of PCS orders

# RESOURCES

## *Child/Teen Resources*

### ➤ Child Development Center

Ensure newcomer places their children on the CDC waiting list as soon as possible. They will need to complete and send a DD Form 2606 to the CDC servicing their child's age

### ➤ Childcare for PCS (Airman & Family Readiness Flight- 449-0300)

Members are eligible for 20 hours of free childcare per child within 60 days of arriving on base (provided by the Air Force Aid Society, bring copy of orders)

### ➤ Play Group (Airman and Family Readiness Flight – 449-0300)

Designed for parents with children 0-5 years of age. Educational & recreational activities. No registration required

### ➤ Hickam Youth Programs

There are a variety of services and activities offered for youth. Visit:

<http://hickamservices.com/youth-center.asp>

# RESOURCES

*Available at Airman and Family Readiness Flight, 449-0300*

## ➤ Volunteer Resources

Newcomers interested in volunteering should visit the Airman & Family Readiness Flight (Family Support Center). We may be able to pay for child care


## ➤ Spouse Tuition Assistance Program (STAP)

The Air Force Aid Society provides tuition assistance for spouses who accompany members to overseas locations

## ➤ Air Force Spouse 101: Heart Link

Orientation designed for military spouses new to the Air Force

# RESOURCES

- **Military OneSource: Moving can be stressful. Military One Source consultants are available, 24-hours a day, 7 days a week. Call 1-800-342-9647 or visit their website at <http://www.militaryonesource.com>**  
The logo for Military OneSource is located to the right of the first bullet point. It features a small photograph of a man, a woman, and a child. To the right of the photo, the text reads "Military OneSource. Serving American troops and families." Below this text is a red telephone handset icon with the words "MILITARY ONESOURCE" and "24/7" on it.
- **Military Homefront: DoD website for reliable Installation and Quality of Life information. Check it out at <http://www.militaryhomefront.dod.mil>**
- **Hirenet Hawaii (<http://www.hirenethawaii.com>)**  
**On-line employment resource for spouses looking for off-base jobs in Hawaii (sponsored by the State of Hawaii Department of Labor & Industrial Relations)**



# MEETING THE NEWCOMER

- Confirm newcomer's travel itinerary and lodging reservations prior to arrival
- Meet the newcomer at the airport. Get them situated at lodging. Check back with them to make sure they're doing fine. Go above and beyond; invite them to lunch or take them to the commissary
- Provide a tour of essential locations (immediate area, Commissary, O/E Club, base exchange, bank, etc.)
- Accompany newcomer to unit in-processing (in uniform). Register them for FTAC, In-Processing Briefing, and Ohana Aloha Newcomers Orientation)

***GOING TDY OR ON LEAVE???***  
***ENSURE YOU HAVE A BACK-UP!!!***

# VEHICLE REGISTRATION

**Newcomers must register vehicle within 30 days of arrival:**

- **CS-L (MVR) 1 Form (Application for Registration)**
- **CS-L (MVR) 50 Form (Non-Resident Certificate)**
- **Current Hawaii Vehicle Inspection Certificate**
- **Current Out-of- State Registration**
- **Shipping Documents (Bill of Lading)**
- **Out-of-State Title (if available)**
- **Proof of Insurance**
- **Military ID**

***For further questions, contact the Motor Vehicles,  
Licensing and Permits Division at 532-4324/5***

# **NEEDS ASSESSMENT / CHECKLIST**

- **Member's Duty Phone Number**
- **Member's Home and/or Cell Phone Numbers**
- **Member's Phone Number on Leave and Dates of Leave**
- **Address for the Sponsor Packet**
- **E-mail Address (Official and Personal)**
- **Married or Single**
- **How Many Family Members Accompanying You?**

# NEEDS ASSESSMENT / CHECKLIST

## ➤ Lodging Requirements/Reservations

## ➤ Housing

- Privatized Base Housing: \_\_\_\_\_
- Home Purchasing: \_\_\_\_\_
- Rental Apartment/House: \_\_\_\_\_
- Dorm: \_\_\_\_\_

**For off-base purchasing or rental homes/ apartments  
visit the Housing Services Office website at  
<http://www.ahrn.com> or call 808-438-6198.**

# NEEDS ASSESSMENT CHECKLIST

- **Schools (College, High School, Elementary, Preschool, and/or Home School)**  
**Completed Physical Exam, Health Form-14**
- **Child Care Needs (On-Base, Off-Base, Family Child Care Providers)**  
**Completed and sent DD Form 2606 for waiting list**
- **Special Medical/Educational Needs**
- **Pets (Quarantine, Kennel Requirements)**  
**Provided information on pre-and post arrival requirements to qualify for direct release program**

# NEEDS ASSESSMENT CHECKLIST

## ➤ Arrange for General Delivery Postal Service General Delivery

90 McChord Street, Unit 5000  
Hickam AFB HI 96853

\* Fax orders, along with a written request, to  
DSN 448-0348

\* To confirm receipt of documents, call  
DSN 448-9914

## ➤ Interests/Hobbies

## ➤ Other Requests for Information

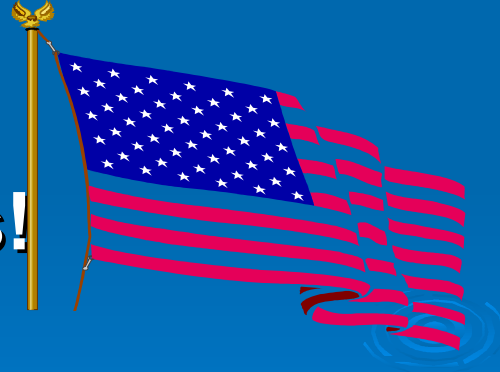
# Questions?

Please contact the  
Airman & Family Readiness Flight

449-0300

# INTRO MONITORS

- **YOU are key to a successful sponsorship program**
- **YOU are integral to the newcomer's first impression of the unit**
- **YOU are Critical to Readiness!**



**Thank you for making the  
Hickam Sponsorship Program  
a success!**